

Dealer Notification

Warranty Extension Z05: White Paint

April 27, 2026

| Document Topic | Date |
|---|------------|
| <ul style="list-style-type: none"> • Technical Service Bulletin (TSB) 26-BE-011H posted on HMA Tech Info <ul style="list-style-type: none"> ○ Revisions to multiple areas of service procedure; refer to TSB for specific pages <ul style="list-style-type: none"> ▪ Information about plastic body panels and not repainting them ▪ Information about exterior paint composition/paint peeling/bubbling ▪ Additional example photos of covered/NOT covered paint conditions ▪ Clarification on digital documentation requirements | 04/27/2026 |

Warranty Extension Description

Some Hyundai vehicles with exterior white paint may exhibit peeling or bubbling on metal body panels: hood, fender(s), roof, door(s), quarter panel(s), and tailgate/trunk. **The paint warranty coverage for affected vehicles has been extended to 10 years/unlimited miles** from the date of original retail delivery or date of first use and is valid for original and subsequent owners.

The warranty extension does not apply to any vehicle that has ever been declared a total loss or sold for salvage by a financial institution or insurer or has a branded or similar title under any state’s law.

Affected Vehicles:

Check WebDCS under ‘Vehicle Information’ to confirm whether the vehicle is applicable for this warranty extension. ‘Z05’ will be listed under ‘Extended Factory Warranty’ category for the vehicle.

- 2015-16MY Elantra (UD) with exterior Quartz White Pearl paint
 - Built by Hyundai Motor Manufacturing Alabama (“HMMA”)
- 2017-18MY Elantra (ADA) with exterior Quartz White Pearl paint
 - Built by HMMA
- 2015-19MY Sonata (LFA) with exterior Quartz White Pearl paint
 - Built by HMMA
- 2017-18MY Santa Fe Sport (AN) with exterior Frost White Pearl paint
 - Built by HMMA
- 2019MY Santa Fe (TMA) with exterior Quartz White Pearl paint
 - Built by HMMA
- 2017-21MY Tucson (TL) with exterior Dazzling White or Cream White paint
 - Built by HMC
- 2021-23MY Santa Fe Hybrid (TM HEV) with exterior Cream White paint
 - Built by HMC
- 2020-23MY Palisade (LX2) with exterior Hyper White paint
 - Built by HMC

Repair Information

Follow the service procedure outlined in **TSB 26-BD-002H** (or latest version) for white paint repairs.

- Inspect the entire vehicle for paint peeling/bubbling on the metal body panels: hood, fender(s), roof, door(s), quarter panel(s), and tailgate/trunk, and identify any area(s) impacted.
- Take photo(s) of the affected area(s) and entire vehicle as instructed in **TSB 25-BD-004H**.
- **If the body/repair shop finds additional panel(s)/area(s) of the vehicle that need to be repainted, please ensure pictures of the additional panels are taken according to the TSB directions and provided to the dealership for claim submission.**
- **Sublet the repairs to a body/paint shop**

- It is recommended to use a body/paint shop within the Hyundai Certified Collision Repair Center Network: <https://autobodylocator.com/hyundai>
- If the vehicle is out of the extended term, please submit a Prior Approval (PA) for goodwill consideration prior to performing any work.

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers, as subletting paint repairs may take several days, depending on the paint/body shop. In addition, an SRC may be required based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during the customer's visit. If an SRC is not available, other options such as a 3rd Party Rental or Rideshare should be provided.

Other Notes/Recommendations

- **Please note that this is an extension of warranty coverage for certain white paint colors.**
- If a customer arrives at the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer.
- If a customer schedules an appointment in advance, ensure there is personnel on hand to swiftly and accurately inspect the entire vehicle and the metal body panels for any excessive paint peeling/bubbling on the factory-applied paint. **Aftermarket paint is not covered under this extension.**
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- Be honest with customers regarding wait times, especially if the vehicle is expected to be at the body/paint shop for multiple days. Update the customer if the original estimated wait time is exceeded.
- **Refer to the Paint Repair Best Practices (QRG) under Hyundaidealer.com > Service > Documentary Library > Paint.**

Parts Information

- Refer to **Electronic Parts Catalog (EPC)** for the related panels/areas per VIN/model.

Warranty Information

Please note that this is an **extended** warranty.

- Per **TSB 26-BD-002H** (or latest version), refer to applicable WebDCS for applicable paint labor, description, and labor time standard times for paint and all applicable notes.
 - One (1) claim is to be submitted, inclusive of all of the published LTS paint labor operations for the affected panel(s)/areas(s)
 - For claim submission, **ensure that 'Z05', 'White', or 'Paint Extension',** are in the 3C's or 'Comments' section of the claim.
 - **Include operation code SUBLTROF for 0.3 M/H along with additional \$100 in sublet** for administrative support in coordinating the various activities for paint repair.
 - Use **sublet type "P1"**
 - If a rental is needed, use the same repair order as the Warranty claim and submit as a separate claim per instruction in **TSB 26-BD-002H**.

Best Practice Checklist

- **Reservation:** Has WebDCS been checked for additional campaigns or recalls?
 - Yes
 - No** – Please ensure all open campaign(s)/recall(s) are identified and addressed.
- **Readiness:** Has the dealership identified a reliable body/paint shop within the Hyundai Certified Collision Repair

Center Network?

- Yes
 - No** – Please ensure one is identified that can complete repairs for the vehicle to prevent any unnecessary delays.
- **Reception:** Has the customer provided their authorization to perform repairs?
 - Yes
 - No** – Customers must be consulted and provide approval before proceeding with any repairs on their vehicle.
 - Has the customer been informed of the expected repair duration and a timeframe for status updates?
 - Yes
 - No** – The customer should be informed of expected repair time regarding sublet of vehicle to a body/paint repair shop in order to allow them to schedule accordingly.
 - Has the customer been offered alternative transportation?
 - Yes
 - No** - Customer should be offered alternative transportation as subletting paint repairs may take several days, depending on the paint/body shop. In addition, an SRC may be required based on the duration of the repair procedure and any other additional work on the vehicle that may need to be addressed during the customer’s visit.
 - **Repair:** Has the vehicle been inspected and the appropriate pictures taken of the affected panel(s)/area(s) before subletting the repairs over to a body/paint shop? If the body/paint shop has found other panel(s)/area(s) that need to be addressed, has this been communicated to the customer?
 - Yes
 - No** – Please ensure the appropriate pictures are taken of the entire vehicle as well as the affected areas. **Refer to TSB 26-BD-002H** for details. **Keep customer informed on any additional areas of the vehicle that need to be repainted and have body/repair shop take pictures of any additional panel(s)/area(s) that need to be repaired prior to painting them. These pictures will need to be included in the claim submission to HMA once the repairs are completed.**
 - **Return:** Ensure the customer’s contact information is up-to-date for follow-up conversations regarding their vehicle’s status.
 - Yes
 - No** – Please ensure the customer’s latest information is accurately recorded in order to provide future updates.

Anticipated FAQs

Q1: What is the issue?

A1: Some Hyundai vehicles with exterior white paint may exhibit peeling or bubbling on metal body panels: hood, fender(s), roof, door(s), quarter panel(s), and tailgate/trunk.

Q2: What are the affected vehicles?

A2: Affected vehicle model years/models include the following:

- 2015-2016MY Elantra (UD) with exterior Quartz White Pearl paint
- 2017-2018MY Elantra (ADA) with exterior Quartz White Pearl paint
- 2015-2019MY Sonata (LFA) with exterior Quartz White Pearl paint
- 2017-2018MY Santa Fe Sport (AN) with exterior Frost White Pearl (SWP) paint
- 2019 Santa Fe (TMA) with exterior Quartz White Pearl paint

- 2017-2021MY Tucson (TL) with exterior Dazzling White/Cream White paint
- 2021-2023MY Santa Fe Hybrid (TM HEV) with exterior Cream White paint
- 2020-2023MY Palisade (LX2) with exterior Hyper White paint

Q3: What will be done by the dealer once the vehicle comes in, dealer confirms vehicle is eligible for the warranty extension, and confirms the customer's concern?

A3: The vehicle will be assessed for panel(s)/area(s) of the vehicle needing white paint repairs according to the posted TSB 26-BD-002H.

Q4: When will affected customer(s) be notified of this warranty extension?

A4: Customer(s) were previously notified of the warranty extension via First Class Mail in June 2025.

Contact Reference

Please see the following list of commonly referred to contacts. Thank you for your prompt attention to this important matter and the continued commitment to our Hyundai customers.

| Key Contact Information | | |
|---|--|--|
| Dealer Support | Contact Information | Description |
| Parts | HyundaiPartsHotline@MobisUSA.com 1-800-545-4515 | Parts ordering hotline |
| Special Service Tools | hyundaitools@snapon.com 1-855-763-9199 | For ordering SST parts |
| Techline | 1-800-325-6604 | Vehicle Technical Support for Hyundai Dealer Technicians |
| Warranty HELP Line | 1-877-446-2922 | Warranty Claim questions for Hyundai Dealers |
| Warranty Prior Approval (PA) Center | PA@hmausa.com | Warranty Prior Approval (PA) Center for Hyundai Dealers |
| Xtime Technical Support | Support@xtime.com 1-866-984-6355 | Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes |
| AutoLoop Technical Support | Support@autoloop.com 1-877-850-2010 | Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes |
| CDK Technical Support | https://serviceconnect.support.cdk.com/ | Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes |
| Customer Support | Contact Information | Description |
| Hyundai Customer Care Center (Recall / Campaign Questions) | 1-855-671-3059 | Customer questions or concerns related to recall or service campaigns |
| Hyundai Recall / Campaign Website | www.hyundaiusa.com/recall | Updated information related to the specific recall or service campaign |
| Hyundai Customer Care Center | 1-800-633-5151 | Customers general questions, non-campaign related |
| Hyundai Roadside Assistance | 1-800-243-7766 | Hyundai Roadside Assistance |
| Key Reference Information | | |
| Name | Source | |
| Campaign Central | Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com | |
| Car Care Scheduling (Xtime) - Tutorials | www.HyundaiDealer.com > Service > Dealer Resources > DocumentsLibrary > Car Care Scheduling | |
| Car Care Scheduling (Xtime) - Recall Appointment Notification | <ol style="list-style-type: none"> 1. Log into Xtime 2. Under the menu at the top left, select "Configure" 3. Under the dealership tab, select "Email Communication" 4. Slide the toggle to "Advanced" 5. Populate as many emails as desired in the "Parts Desk Email Field" | |
| Parts – Campaign Parts Management (CPM) Procedure | As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management | |
| Service Rental Car (SRC) Program | SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance | |
| Technical Service Bulletin (TSB) | www.HyundaiDealer.com > Service tab > Hyundai Tech Info | |
| Uncompleted Campaign VIN Listing | A listing of vehicles is located on WEBDCS > SERVICE tab > select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed. | |
| Recall Campaign Website | www.hyundaiusa.com/recall | |
| NHTSA Website | www.safercar.gov | |

Appendix

| Document Topic | Date |
|--|------------|
| • Technical Service Bulletin (TSB) 26-BE-011H posted on HMA Tech Info | 04/24/2026 |
| • Technical Service Bulletin (TSB) 25-BD-004H posted on HMA Tech Info | 05/23/2025 |